

oChat Intelligent Assistant Information Management and Translation Service

Your department doesn't stop for weekends or holidays and neither do we. With our highly trained content and technical support engineers, oChat Intelligent Assistant Premium Support delivers all the benefits of highly qualified support for your Intelligent Assistant solution. With access to oChat Intelligent Assistant Premium Support, you can rest assured that oChat content and technical support engineers are available to answer your questions regarding oChat configuration, content updates or software issues for your organizational needs.

oChat Intelligent Assistant as a Service

OChat is a Service that simplifies how your content is transformed in a way that is rapid and responsive to daily changes. You need your Intelligent Assistant or Chatbot to reach as many channels as possible, like going for Web, Mobile, SmartWatches, your SmartTV and (why not) your eventual voice recognition devices (Alexa, etc.), what you need is a way to make your Intelligent Assistant or Chatbot content from a centralized location.

The concept is to **simplify** how your content is integrated into an Intelligent Assistant or Chatbot.

Analysis

Our platform can analyze usage to understand different things using machine learning and NLP (Natural Language Processing) techniques. For example:

- Sentiment analysis to ensure you transmit the message in the intended way.
- Automated topic generation based on content keywords, helping tag and categorize content automatically.
- Content conversion performance based on user behavior to understand what works and what doesn't.
- You can even understand how to provide extra help to customers based on your knowledge base.

With oChat Premium Support, you can ensure your Intelligent Assistant systems are ready to provide constituent support.

What You Receive:

From a technical point of view, our oChat Premium Support Service can be considered a workflow pattern, a way of getting your information into the Intelligent Assistant or Chatbot platform in order to obtain the benefits of our high availability solution. The actual implementation and options remain custom, as we want to make sure we align to your needs and constituent language requirements.

Options Include:

- Human Powered Translation Support
- SMS and text integration
- WCAG compliance review
- Web Site Integration support
- Customized chat access (limited by availability)
- Support for oChat decision tree capabilities.
- Voice command integration
- Analytics support
- Natural Language Enhancements
- Expedited, accurate resolution of critical technical issues by senior technical support engineers



•**Dedicated Support** –With access to a dedicated telephone number or email, customers receive priority support when they call or email and are assigned to a dedicated oChat Intelligent Assistant support engineer.

•**24/7 Support for Severity 1 Cases** –Designed for all customers with mission critical operations and multiple locations across the state, our Rapid Response oChat Premium Support helps ensure your information dissemination services are synchronized, and your essential information is available with four-hour or next business day support options.

•**Content Support Contact** –With access to the updating your oChat Knowledge Base and support engineers, you can submit new content and manage the status, take advantage of the latest site sync features, add translation, and update your latest content or announcements as well as use our WCAG oChat compliance check.

oChat Intelligent Assistant Support Services Feature Matrix

oChat Intelligent Assistant Support Subscription	IA Base Support	IA Custom Support	IA Enterprise Support
Assisted Support	One (1) program per subscription year*	Department support subscription year	Department wide annual support subscription
Online & Phone Support	✓*	✓	✓
Knowledge Base	✓	✓	✓
Natural Language Processor	✓	✓	✓
Analytics Engine	✓	✓	✓
Site Change Notifications		✓	✓
Bot Upgrades, Updates, and Patches	✓	✓	✓
WCAG 2.1 Compliance Check	✓	✓	✓
Telephone access to Content & Technical Support Engineers	Business hours Monday - Friday**	Business hours Monday - Friday**	24x7***
Response Time	8 hours	8 hours	1 hour
SMS Text Support		✓	✓
Spanish Language Translation		✓	✓
Mandarin Language Translation			✓
API Connector Development			✓
Voice Connector			✓
Policy Decision Tree Assistance			✓
Training Recommendations			✓
Monthly Account Reviews			✓



IA technologies drive improvements to customer service and convenience but they also open the door to expectations that information will consistently be available, accessible, and translated accurately. oChat® solutions keep you a step ahead with our (available together or separately). usage analytics, flexible deployment options, and multi-channel abilities make oChat a must-have solution for today's dynamic environments.



Learn more at

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